

**R. Hance Haney**  
Executive Director – Federal Regulatory

1020 19th Street NW, Suite 700  
Washington, DC 20036

202 429 3125  
202 293 0561 fax  
Email hhane@qwest.com



August 20, 2002

**Ex Parte**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W., TW-B204  
Washington, D.C. 20554

Re: Application of Qwest Communications International, Inc.  
To Provide In-Region InterLATA Services in the States of Colorado,  
Idaho, Iowa, Nebraska and North Dakota, WC Docket No. 02-148

Application of Qwest Communications International, Inc.  
To Provide In-Region InterLATA Services in the States of Montana,  
Utah, Washington & Wyoming, WC Docket No. 02-189

Dear Ms. Dortch:

Qwest hereby responds to a request from the Wireline Competition Bureau information regarding the specific effects one prominent DLEC's requests for "future" repair work have on Qwest's performance under MR-3, 4 and 6, as detailed on pp. 79-80 of the brief filed by Qwest in WC Docket No. 02-189 on July 12, 2002.

"Future" repair work negatively impacts MR PID performance in Washington and Utah, specifically in MR-4 and MR-6 data. Qwest has included analysis of data for MR-4 and MR-6 with the "future" repair tickets included and excluded from the tables.<sup>1</sup> In months where "future" repair tickets were identified, the reduction in MTTR, in hours and minutes, ranges from 44 minutes to six hours and 24 minutes.

The time the ticket was received until the trouble was cleared is included in the PID measurements. Qwest cannot isolate and identify the time delay associated with the requested delay of "future" repair work in the official measurement. Therefore, Qwest has analyzed the results with the "future" repair tickets excluded.

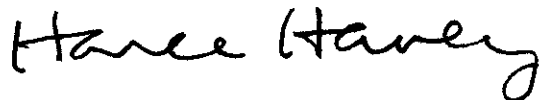
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<sup>1</sup> Qwest also researched and analyzed the MR-3 results and determined that there were no "future" repair tickets in MR-3 for Utah and Washington from March to June of 2002.

The attached tables reflect Qwest performance with "future" tickets included and excluded for the PIDs MR-4 and MR-6 for Utah and Washington from March through June of 2002 for this one prominent DLEC.

The twenty-page limit does not apply as set forth in DA 02-1390 and DA 02-1666.

Sincerely,

A handwritten signature in black ink that reads "Hance Haney". The signature is written in a cursive, slightly slanted style.

cc: M. Carowitz  
E. Yockus  
G. Remondino  
M. Cohen  
R. Harsch  
J. Jewel  
P. Baker  
C. Post  
P. Fahn  
B. Smith  
J. Myles  
J. Stanley  
S. Vick  
J. Orchard  
C. Washburn  
S. Oxley

Line Share  
Volumes  
MR-4 Results  
Utah

Month	Troubles Cleared 48 Hrs	Futures Cleared in 48 Hrs	Future Tickets	Total Trouble Tickets	% w/ Futures	% w/o Futures
March	4	0	0	4	100.00%	100.00%
April	13	0	1	18	72.22%	76.47%
May	22	0	0	24	91.67%	91.67%
June	15	1	3	17	88.24%	100.00%

Washington

Month	Troubles Cleared 48 Hrs	Futures Cleared in 48 Hrs	Future Tickets	Total Trouble Tickets	% w/ Futures	% w/o Futures
March	23	1	1	23	100.00%	100.00%
April	14	1	2	16	87.50%	92.86%
May	28	3	4	29	96.55%	100.00%
June	33	1	4	40	82.50%	88.89%

MR-6  
Results  
Utah

Month	Mean Time to Restore (in hours and minutes)	Future Tickets	Future: MTTR (in hours and minutes)	Total Trouble Tickets	MTTR w/ Futures (in hours and minutes)	MTTR w/o Futures (in hours and minutes)	Diff (in hours and minutes)
March	7:43	0	0	4	1:56	1:56	0
April	590:54	1	71:26	18	32:50	30:33	-2:17
May	334:21	0	0	24	13:56	13:56	0
June	374:35	3	155:48	17	22:02	15:38	-6:24

Washington

Month	Mean Time to Restore (in hours and minutes)	Future Tickets	Future: MTTR (in hours and minutes)	Total Trouble Tickets	MTTR w/ Futures (in hours and minutes)	MTTR w/o Futures (in hours and minutes)	Diff (in hours and minutes)
March	200:41	1	24:38	23	8:44	8:00	-0:44
April	262:15	2	88:59	16	16:23	12:22	-6:01
May	421:48	4	173:26	29	14:33	9:56	-4:37
June	1085:44	4	285:02	40	27:09	22:15	-4:54